

Action Plan

Service Name:	Scottish Centre for Excellence in Dentistry
Organisation Number:	02221
Service Provider:	Portman Healthcare Limited
Address:	335 Govan Road, Glasgow, G51 2SE
Date Inspection Concluded:	5 February 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must develop and implement a standard operating procedure for use of the platelet rich plasma (PRP) centrifuge machine (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	SOP updated to reflect inspection requirements in line with requested timeframes. SOP sent to the inspector and available in the practice.	Completed	Safety and Quality Specialist

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<p>Requirement 2: The provider must ensure that the clinical team involved in the management of patients who are being treated under sedation read, understand and adhere to the provider's national sedation policy (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 12(d) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Sedation Policy sent out to all relevant team members, signed by those who have been in clinic, the rest of the staff to sign when they are next in clinic.</p>	<p>Policy sign off sheet signed by most staff members – to be completed by all staff by 17/04/2026</p>	<p>Practice Manager</p>
<p>Requirement 3: The provider must only undertake sedation treatments when appropriate reversal drugs needed to reverse the effects of sedation drugs are held on site (see page 22).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p> <p>This was previously identified as a requirement in the January 2024 inspection report for the Scottish Centre for Excellence in Dentistry.</p>	<p>Reversal drug now available on site.</p>	<p>Completed</p>	<p>Practice Manager</p>

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<p>Requirement 4: The provider must ensure that the clinical team involved in the management of patients who are being treated under sedation undertake team-based sedation-related emergency training at least every 6 months (see page 22).</p> <p>Timescale – immediate</p> <p><i>Regulation 12(c)(ii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p> <p>This was previously identified as a requirement in the January 2024 inspection report for the Scottish Centre for Excellence in Dentistry.</p>	<p>Emergency simulation completed in January 2026 and sent to inspector.</p>	<p>Completed</p>	<p>Practice Manager</p>
<p>Requirement 5: The provider must produce an annual duty of candour report and make this available to its patients (see page 22).</p> <p>Timescale – immediate</p> <p><i>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</i></p> <p>This was previously identified as a recommendation in the January 2024 inspection report for the Scottish Centre for Excellence in Dentistry.</p>	<p>Annual duty of candour report sent to inspector and available for patients in practice.</p>	<p>Completed</p>	<p>Practice Manager</p>
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<p>Requirement 6: The provider must ensure that conscious intravenous sedation is only provided to patients that meet the appropriate assessment criteria, as detailed in the provider's national sedation policy (see page 26).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>All staff involved in sedation have been signed the sedation policy and made aware of assessment criteria.</p>	<p>Completed</p>	<p>Practice Manager</p>
<p>Requirement 7: The provider must ensure that the external consultant anaesthetist (sedationist) appropriately assesses patients before sedation treatment, using the provider's national sedation policy (see page 26).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Sedationist has re-read the Sedation Policy and Pre-Assessment Guidance and is aware of their duties regarding patient assessment before sedation treatment.</p>	<p>Completed</p>	<p>Practice Manager</p>

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<p>Requirement 8: The provider must ensure that the external consultant anaesthetist (sedationist) agrees to and signs the contract of agreement relating to sedation provision in the service (see page 26).</p> <p>Timescale – immediate</p> <p><i>Regulation 12(d) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Agreement completed and signed.</p>	<p>Completed</p>	<p>Practice Manager</p>
<p>Recommendation a: The service should ensure that all clinical staff are trained in the duty of candour principles (see page 22).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.4</p> <p>This was previously identified as a recommendation in the January 2024 inspection report for the Scottish Centre for Excellence in Dentistry.</p>	<p>Training being organised at present.</p>	<p>In Progress</p>	<p>Practice Manager</p>

Name	Sarah Deery	
Designation	Safety & Quality Specialist	
Signature	<i>S. Deery</i>	<p>Date</p> <p>30/03/2026</p>

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Guidance on completing the action plan.

- **Action Planned:** This must be a relevant to the requirement or recommendation. It must be measurable and focussed with a well-defined description of how the requirement/recommendation will be (or has been) met. Including the tasks and steps required.
- **Timescales:** for some requirements the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.

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